

Consumer Information and Procedures

-- Utility Bills

Meter Readings And Estimated Bills

- Meter readings ensure that you are billed for the exact amount of service you use.
- For this reason, utilities must attempt a meter reading at least every other billing period.
- The utility may estimate more than two bills in a row if it is not able to read your meter.
- The word "Estimate" must appear on the front of estimated bills.
- After 4 estimated bills in a row, the utility may shut off your service after proper notice.

Late Payments

- You must pay the bill by its due date, which must be at least 21 days after the bill's postmark.
- After the due date printed on the bill, the bill is considered past due.
- The utility may add a late charge of 1.5% of the total unpaid balance to your next bill.

Preferred Payment Date

- You can arrange to pay your bill on a specified day past the due date if your main source of income is from:
 - Aid to Families with Dependent Children
 - Aid to the Aged, Blind and Disabled
 - General Assistance
 - Social Security
 - Veterans Administration Benefits
 - Unemployment Compensation
- The preferred payment date cannot be more than 10 days past the original due date.
- If you fail to pay by the preferred due date 4 times in a year, the utility may cancel your preferred payment date.

IMPORTANT!

- If you move, notify the utility company so that you don't pay for services past the date of your move.
- If you are away for an extended period, make arrangements to pay your bills by the due date.
- If your bill shows a large increase in the amount of service used, notify the utility so it can investigate.